

## **HALO Frequently Asked Questions**

### **How do I purchase a HALO membership?**

#### **State, City & County Groups**

HALO IT and HALO Business can be purchased by an authorized purchaser contacting the Training & Event Center and providing specific information. Refer to Question #3.

#### **Office of Technology Services Staff Only**

Submit a training request through the normal channels to purchase either HALO IT or HALO Business.

### **Can anyone purchase HALO training?**

HALO and other OTech Training services are available to government employees only.

### **What does the Office of Technology Services Training Center require for my department to make a purchase?**

The Training & Event Center will require the following information from an authorized purchaser at your department:

Billing Information

Name and contact information for the person authorized to make the purchase [place the order]

Type of purchase – direct billing or IAA

Name and email address of individuals who want the HALO products

Identify whether the purchase is for HALO IT or HALO Business

### **Can a department use their Inter-Agency Agreement to purchase HALO training products?**

Yes, an IAA may be charged for the purchase provided it allows for training services. Discuss with your department's Procurement staff.

**Is a “trial period” available for individuals to test and review the HALO product before purchase?**

Trial periods are not available for the HALO products. If you would like the LearningPASS Program Team to deliver a HALO demonstration at your facility, please contact the Training & Event Center to make the request.

**What happens if a department purchases several HALO memberships and an employee transfers to another department? Is the membership terminated?**

When an employee transfers to another workgroup or a different department, the purchasing group or department may request to remove the departing employee's access and give it to another employee for the balance of the membership period. Contact the Training & Event Center via email to request access transfers.

**What is the duration of a HALO membership?**

Access to the purchased HALO product is good for one full year.

**Once a course is completed does the student receive a certificate of completion? Is that certificate printable?**

Yes, the student may print out a certificate once a course is completed.

**How do I find out what courses are offered in the two different HALO memberships?**

Go to the Training & Event Center web page to view courses available for either HALO product. <http://www.dts.ca.gov/Training/default.asp>

**Can the HALO offering be customized for a department?**

HALO can be customized for the specific needs of a department. The degree and number of changes requested may increase the final cost. To find out more about customizations please contact the Training & Event Center @ 916-739-7502.

**If someone is in the middle of taking a course and is interrupted, can the course be bookmarked?**

Yes. A course can be stopped and restarted repeatedly.

**Can a student retake a course?**

There are no limits to the number of times a course may be taken during the membership period.

**Can you identify all of the ports that must be open between the client workstation and HALO for the IT vlabs? For example, we believe that ports 80 and 443 are required. Are any others needed for the technical labs, such as port 3389 for Remote Desktop Protocol?**

Ports 80 and 443 should be open. No other ports are necessary.

**How long does the average lesson take to complete?**

There is no “average” time for course completion. eLearning is self-paced study. Some students will breeze through a given topic while others may struggle with the same content. Course completion time also depends on other influences such as the individual’s commitment to learning and the number of interruptions, etc.